Log file locations/paths

Scott Leonard - 2024-09-23 - Software

Active Directory LDAP/LDS Extraction Tool (for AssetCloud and InventoryCloud)

C:\ProgramData\Wasp Barcode Technologies\MobileAssetWeb\Log\localhost\ActiveDirectoryLDSExtractionTool\Wasp.ADLDSExtractionTool.log

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AssetCloud

Android/iOS device, not logged in:

On the login screen at the upper right, tap the "i" in orange circle button. In the Select Email Content box, tap each listed item to toggle the checkmark indicating that item will be sent (Log, Crash List, and Database). Send, review the email, tap paper airplane icon or Send. Then tap the left arrow to go back to the login screen.

Android device, logged in:

Settings, View Log, envelope icon, tap each listed item to toggle the checkmark indicating that item will be sent, Send, review the email, tap paper airplane icon. Then tap the left arrow until you're back to the desired previous screen.

iOS device, logged in:

Gear icon, View Log, square/pencil icon, tap each listed item to toggle the checkmark indicating that item will be sent, Send, review the email, Send. Then tap the left arrow and/or hamburger icon until you're back to the desired previous screen.

Windows Mobile/CE device installation log:

\Temp\IPSynchInstallLog.txt

Windows Mobile/CE device application log:

\Program Files\AssetCloud\Log\AssetCloudLog.txt

(older apps used filename: MobileAsset.log)

BarcodeMaker

Windows Vista, 7, 8, 10: C:\Users\[username]\Documents\Add-in Express\adxloader.log

Windows XP: C:\Documents and Settings\[username]\My Documents\Add-in Express\adxloader.log

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Cloud On-Premise

installation log: c:\programdata\OnPremiseInstallation.log

If there are problems running the Cloud-OP environment (i.e. installation is complete): Navigate to the following path (note that ProgramData is hidden, so you may need to unhide it):
C:\ProgramData\Wasp Barcode Technologies\MobileAssetWeb

Inside there, right-click the Log folder and Send to Compressed Folder. Email us the resulting Log.ZIP file. If the zip file is larger than 10MB, please use the WeTransfer procedure below to transfer the file.

Database Installation log:
C:\ProgramData\Wasp Barcode Technologies\MobileAssetWeb\Database\Tools\Log\

This will have several folders for each of the three databases: Auth, Config, and Main (which is the WaspTrack database)

Congratulations message file:
C:\Program Files\Wasp Barcode Technologies\Wasp On-Premises Software\License\Welcome\Welcome.html

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CountIt

C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\CountIt\3.0.0.0\WaspCountIt.log

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InventoryCloud

Android/iOS device, not logged in:
On the login screen at the upper right, tap the "i" in orange circle button. In the Select Email Content box, tap each listed item to toggle the checkmark indicating that item will be sent, Send, the To: field should be waspsupport@waspbarcode.com , review the email, tap paper airplane icon or Send. Then tap the left arrow to go back to the login screen.

Android device, logged in:
1. Settings, set Verbose Log Level to All.
2. Reproduce the problem.
3. Settings, View Log, envelope icon, tap each listed item to toggle the checkmark indicating that item will be sent, Send, the To: field should be waspsupport@waspbarcode.com , review the email, tap paper airplane icon.

4. Set Verbose Log Level to Errors.

iOS device, logged in:
1. Gear icon, set Verbose Log Level to All.
2. Reproduce the problem.
3. Gear icon, View Log, square/pencil icon, tap each listed item to toggle the checkmark indicating that item will be sent, Send, the To: field should be waspsupport@waspbarcode.com , review the email, Send.

4. Set Verbose Log Level to Errors.

Windows Mobile/CE device installation log:

\Temp\IPSynchInstallLog.txt

Windows Mobile/CE device application log:

\Program Files\InventoryCloud\Log\InventoryLog.txt

InventoryControl

Windows 7 or Vista: C:\ProgramData\Wasp Barcode Technologies\InventoryControl\4.0.0.0\InventoryControl.log

Windows XP: C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\InventoryControl\4.0.0.0\InventoryControl.log

InventoryControl v7 on mobile device:

\Program Files\InventoryControlRF\inventorycontrol.log

or .txt?

Wasp Inventory Windows Service:

C:\ProgramData\Wasp Barcode Technologies\WaspInventoryWindowsService\6.0.0.0

WaspInventoryServices.log (don't forget this one; it's the most recent)

WaspInventoryServices.log1

WaspInventoryServices.log2

....

WaspInventoryServices.log9

Labeler 7

Windows 8, 7, Vista: C:\ProgramData\Wasp Barcode Technologies\Wasp Labeler V7\7.0.1.0\WaspLabelerV7.log

Windows XP: C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\Wasp Labeler V7\7.0.1.0\WaspLabelerV7.log

rare:

C:\Program Files\Wasp Technologies\Wasp Labeler V7\Wasp.log

If you are unable to use the Wasp Support Utility to enable verbose logging (Log Files tab, button at bottom "Change Log Level to 0 (Verbose)") you can edit Labeler's configuration file in a text editor such as Notepad:

C:\Program Files (x86)\Wasp Technologies\Wasp Labeler V7\WaspLabelerV7.exe.config

Find the line containing the word LogLevel (about the 8th line) and change the value to 0.

Save the config file, quit & relaunch Labeler (so it rereads the config file), and reproduce the error.

Labeler 6

Open Labeler and go to Tools menu > Options. Check the box for Trace Enabled. It will state the file name below the check box.

Default path to the file:

64-bit Windows: C:\Program Files (x86)\Wasp Technologies\Labeler\LOG.001

32-bit Windows: C:\Program Files\Wasp Technologies\Labeler\LOG.001

After checking the box, click OK. Reproduce the error, then reply to this email and attach the LOG.001 file.

MobileAsset v7

Note: See the linked article in Related Pages below to gather logs from a mobile device (Android, iOS, Windows Mobile / CE).

Here is the location of the MobileAsset v7 app log file on a Windows Mobile/CE device:

\Program Files\MobileAsset\Log\MobileAsset.log

Here is the location of the MobileAsset v7 installation log file on a Windows Mobile/CE device:

When the device is connected to the PC, you can browse the device via the PC's Windows File Explorer to see the files. "Temp" is a system folder, so you may not be able to see it until you change a view setting:

Uncheck "Hide protected operating system files (Recommended)"

\Temp\IPSynchInstallLog.txt

MAv7 PC client logs:

C:\Users\[username]\AppData\Local\Wasp Barcode Technologies\MobileAsset

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MobileAsset v7 log for the Wasp MobileAsset Windows Service, on the PC where that service is running:

Location on Windows Vista, 7, 8, Server 2008, 2012:

C:\ProgramData\Wasp Barcode Technologies\MobileAssetWindowsService\7.0.0.0\

Location on Windows XP, Server 2003:

C:\Documents and Settings\All Users\Application Data\Wasp Barcode Technologies\MobileAssetWindowsService\7.0.0.0\

Filenames (if there are multiple files, the file extension will increment):

WaspMobileAssetServices.log <--- don't forget this one, it's the most recent

WaspMobileAssetServices.log1

WaspMobileAssetServices.log2

etc.

MAv7 Web

64-bit Windows:
C:\Program Files (x86)\Wasp Technologies\MobileAsset\Web\Logs\AssetWebService.log

C:\Program Files (x86)\Wasp Technologies\MobileAsset\Web\AssetWeb.svclog

32-bit Windows:

C:\Program Files\Wasp Technologies\MobileAsset\Web\Logs\AssetWebService.log

C:\Program Files\Wasp Technologies\MobileAsset\Web\AssetWeb.svclog

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MobileAsset v6

Windows 8, 7, Vista: C:\Users\[username]\AppData\Local\Wasp Barcode Technologies\MobileAsset\MobileAsset.log

Windows XP: C:\Documents and Settings\[username]\Local Settings\Application Data\Wasp Barcode Technologies\MobileAsset\MobileAsset.log

MAv6 mobile device log file:

\Program Files\MobileAsset\Log\MA_1521.log

might be a different number

Package Tracker

Android app:
on login screen: i button at upper right, Share logs button, envelope button at upper right to send.
while logged in: lower right ... button, Share logs, envelope button at upper right to send.

WinMobile/CE device: \Program Files\Package Tracker\PTMobileLog.txt

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Quickstore
Ctrl-shift L on home screen = log list, with Crashes tab, Errors tab.

SQL 2017 Installation Log

C:\Program Files\Microsoft SQL Server\140\Setup Bootstrap

Inside that, right-click the Log folder and Send To ==> Compressed Folder.

If the resulting zip file is over 10MB, please use the WeTransfer method, same as before.

WaspTime v7

WaspTimeServer log

C:\Program Files (x86)\Wasp Technologies\WaspTime\WaspTimeServer.log

WaspTime client:

C:\Users\loggedinuser\AppData\Local\Wasp Barcode Technologies\WaspTime5.log

WaspTime Web:

C:\Program Files (x86)\Wasp Technologies\WaspTime Web\WaspTimeWeb.svclog

C:\Program Files (x86)\Wasp Technologies\WaspTime Web\Error

WaspTime's PCPunch log:

C:\Users\[USERNAME]\AppData\Local\Application Data\Wasp Barcode Technologies\PCPunch.log

C:\Program Files (x86)\Wasp Technologies\WaspTime\importerrors.txt

Related Content

- MobileAsset v7: How to gather log files from a mobile device (Android, iOS, Windows Mobile / CE)